

Abstract of the Disclosure

Disclosed is a service request system of a sewing machine and a method thereof. The sewing machine or the embroidery machine applies manually or automatically to a service regional center for repair service through cable and wireless communication networks and the service regional center contacts with a service personnel nearest to the machine, in order to repair the machine, thereby being prompt to carry out the service. The method of requesting a fault service of the sewing machine comprises the steps of: transmitting a service request information through the cable and wireless communication networks, where the sewing machine is stopped by a fault; transmitting the received service request information to a terminal of a first service personnel nearest to the sewing machine in a service regional center; and transmitting a service processing particulars to the service regional center through the terminal of the first service personnel, after the fault service treatment is completed by the first service personnel.